

Amendments to the Claims:

This listing of the claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1. **(Currently Amended)** A method for operating a call center, wherein incoming external telephone calls by callers are automatically distributed to terminals to be answered by call center agents, comprising the process steps:

[[-]] connecting ~~of an~~ external call to a free terminal of an agent;

[[-]] storing ~~of a~~ message created by the agent concerning ~~the~~ content of the call between the caller and the agent;

[[-]] ~~automatic assignment of~~ automatically assigning the message to the existing connection;

[[-]] forwarding ~~of the~~ call to a separate hold line;

[[-]] ~~renewed~~ renewing connection of the held call to a free terminal of an agent; and

[[-]] ~~play back of~~ playing the message assigned to the held connection at the agent's terminal in such a way that the message is audible only for the agent.
2. **(Currently Amended)** The process of claim 1, ~~characterized in that~~ wherein the step of storing comprises saving the agent's message is saved as an audio file, and the step of playing comprises playing the message back played back acoustically.
3. **(Currently Amended)** The process of claim 1 or 2, ~~characterized in that~~ wherein the saved message is played back automatically immediately prior to establishing the renewed connection to a terminal.

4. **(Currently Amended)** The process of ~~any of claims claim 1 through 3 or~~
~~2, characterized in that wherein~~ the separate hold line is connected to an interactive voice
response, so that the renewed connection to a terminal can be initialized by the external caller.

5. **(Currently Amended)** The process of ~~any of claims claim 1 through 4 or~~
~~2, characterized in that wherein~~ the external call is initially connected to a first terminal of a first
agent and ~~that the held connection is transferred from the hold line to a second terminal of a~~
second agent.